

Message

From: Khan, Annie (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=DPH/CN=RECIPIENTS/CN=AKHAN]
Sent: 5/18/2005 5:38:29 PM
To: 'service@bochHonda.com' [service@bochHonda.com]
CC: [REDACTED]
Subject: Honda CRV

To Whom It May Concern:

I, Annie S. Dookhan, brought in my Honda CRV on Thursday (05-12-05) to get my GPS system and the rattling on my sunroof check out. I took a test drive with Maria L on Thursday and she heard the noise. On Friday, I test drove the car once again with Maria and the noise was gone. My husband used the car on Saturday morning and he noticed that the noise/rattling was back (on the sunroof). On Monday morning (4:45 am), as I was heading to work, I heard the noise. When I reached into Norwood, I decided to take the same route that Maria and I test drove the car and I definitely heard the same rattling noise again. This was the second time this car came into Honda for the same problem.

I have owned this brand new car for three months, I have had to make about 8 trips to Honda within this time. I have had to take 3 rental cars because there was several problems with the car. I have been yelled at 3 times in person or via the phone. I have been insulted by your employees. And have gotten hung up on by your service survey person about 2 weeks ago on Weds. at 4:30 pm. Your customer service for both sales and service was disrespectful, except for Maria Lopez (who seem to have been the only one to go out of her way to help.)

I would like to know what I should do now, the sunroof still rattles. I use this car 6 to 7 days a week. I drive 60+ miles a day and every time I use my sunroof tilt, this unbearable rattling occurs. I paid to have this sunroof in my car and I am very dissatisfied. They have replaced the sunroof, tried to re-align it and re-install it.

Please tell me what I should do. Very UNHAPPY and UNSATISFIED.

You can reach me at my cell # [REDACTED]

Sincerely,

Annie S. Khan-Dookhan